



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Acqueon RAPCTI Agent Desktop, with Avaya Aura® Application Enablement Services – Issue 1.0

Abstract

These Application Notes describe the procedure for integrating Acqueon RAPCTI with Avaya Aura® Application Enablement Services.

RAPCTI is a set of ready to use productivity tools with an open, modular architecture that comes complete with CTI functionalities. It focuses on enabling contact centers to make the most of their agent resources and enhance customer service. Additionally, it enables organizations to scale up each solution to suit their business needs.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the procedure for integrating Acqueon RAPCTI with Avaya Aura® Application Enablement Services.

RAPCTI is a set of ready to use productivity tools with an open, modular architecture that comes complete with CTI functionalities. It focuses on enabling contact centers to make the most of their agent resources and enhance customer service. Additionally, it enables organizations to scale up each solution to suit their business needs.

These Application Notes assume that the prerequisites in **Section 5** have been met prior to configuring Avaya Aura® Application Enablement Services and Avaya Aura® Communication Manager. Only steps relevant to this compliance test are described in this document.

2. General Test Approach and Test Results

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

The general test approach included verification of a successful integration between RAPCTI and Application Enablement Services. Modifications were made using the RAPCTI client GUI and verified by placing calls to configured extensions associated with the RAPCTI application.

The following scenarios were used to verify RAPCTI functionality:

- Agent Login
- Agent State Change
- Inbound calls
- Outbound calls
- Hold / Resume
- Call termination (origination/destination)
- Transfer
- Conference
- TSAPI Link State Change

2.2. Test Results

Acqueon RAPCTI successfully passed the compliance testing.

2.3. Support

Technical support for the RAPCTI solution can be obtained by contacting Acqueon:

- URL – <http://acqueon.issuetrak.com>
- Phone – +91 44 3089 4888(APAC/EMEA) +1 888 946 6878 (USA)
- Email – support@acqueon.com

3. Reference Configuration

Figure 1 illustrates the reference configuration used during testing. In the reference configuration, RAPCTI was integrated with Application Enablement Services (AES). Configuration for RAPCTI was performed using the RAPCTI GUI and verification was done by placing calls to the associated extensions. Calls were placed both internally and externally, along with agent login, and VDN monitoring.

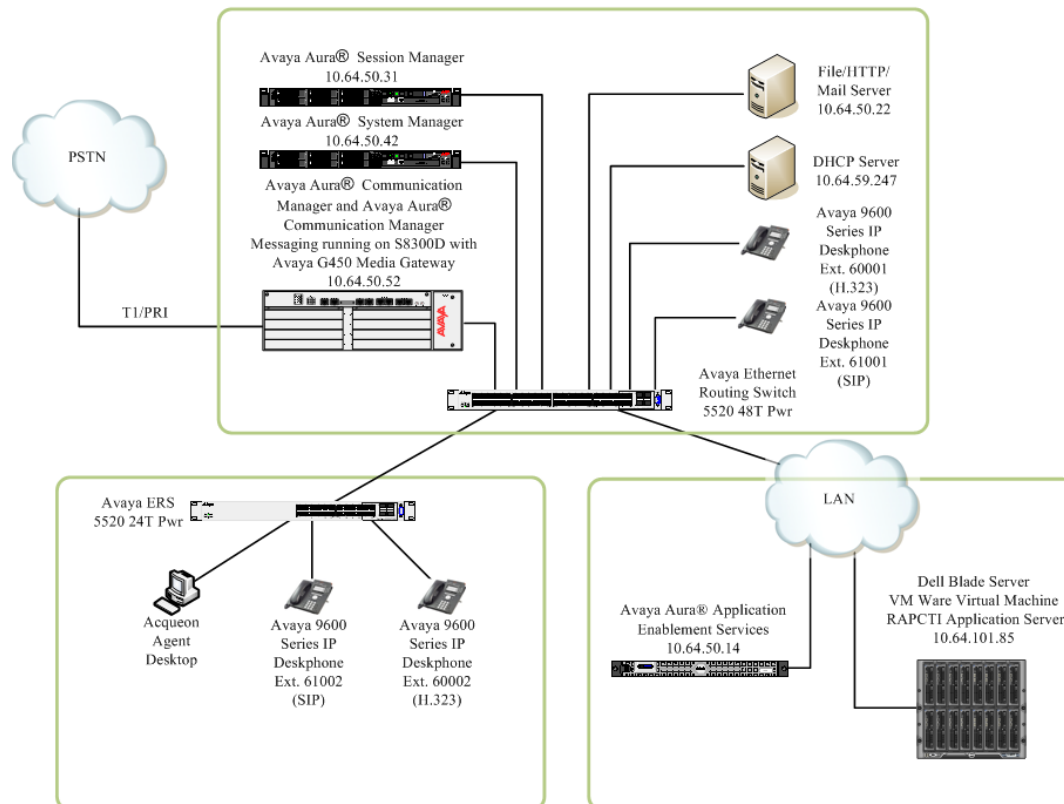


Figure 1: Test Configuration of RAPCTI

4. Equipment and Software Validated

The following equipment and software were used for the test configuration.

Equipment	Software/Firmware
Avaya PBX Products	
Avaya S8300D Server running Avaya Aura® Communication Manager	Avaya Aura® Communication Manager 6.3 SP6
Avaya G450 Media Gateway MGP	HW 2 FW 31.20.0
Avaya Aura® Session Manager	
Avaya Aura® Session Manager HP ProLiant DL360 G7	6.3.8
Avaya Aura® System Manager HP ProLiant DL360 G7	6.3.8
Avaya Application Enablement Services	
Avaya Aura® Application Enablement Services Dell Power Edge R610	6.3.3
Avaya Messaging (Voice Mail) Products	
Avaya Aura® Communication Manager Messaging (CMM)	6.3
Avaya Endpoints	
Avaya 96xx Series IP Telephones	(H.323 3.2) (SIP 2.6)
Avaya 96x1 Series IP Telephones	(H.323 6.4) (SIP 6.4)
Acqueon Products	
RAPCTI	4.2

5. Prerequisite Configuration

The following components must be installed and running in order for the RAPCTI application to function properly. This configuration is performed by the Acqueon support team.

- Dot Net Frame Work 2.0
- TSAPI Client 5.x
- AES IP Address
- TSAPI Link Name, AES User Name, AES Password
- RAPCTI Server must be installed as a Windows service on the Server machine.

Note: Details for contacting Acqueon support can be found in section 2.3.

6. Configure Communication Manager

This section provides the procedures for configuring Computer Telephony Integration (CTI) links on Communication Manager. All the configuration changes in Communication Manager are performed through the System Access Terminal (SAT) interface. The highlights in the following screens indicate the values used during the compliance test.

6.1. Configure AES and CTI Links

The AES server forwards CTI requests, responses, and events between RAPCTI Server and Communication Manager. The AES server communicates with Communication Manager over an AES link. Within the AES link, CTI links may be configured to provide CTI services to CTI applications such as RAPCTI. The following steps demonstrate the configuration of the Communication Manager side of the AES and CTI links.

Enter the **display system-parameters customer-options** command. On **Page 3**, verify that **Computer Telephony Adjunct Links** is set to **y**. If not, contact an authorized Avaya account representative to obtain the license.

```
display system-parameters customer-options                               Page 3 of 11
                                OPTIONAL FEATURES

Abbreviated Dialing Enhanced List? y      Audible Message Waiting? y
Access Security Gateway (ASG)? n           Authorization Codes? y
Analog Trunk Incoming Call ID? y           CAS Branch? n
A/D Grp/Sys List Dialing Start at 01? y    CAS Main? n
Answer Supervision by Call Classifier? y    Change COR by FAC? n
ARS? y      Computer Telephony Adjunct Links? y
ARS/AAR Partitioning? y      Cvg Of Calls Redirected Off-net? y
ARS/AAR Dialing without FAC? n      DCS (Basic)? y
ASAI Link Core Capabilities? y      DCS Call Coverage? y
ASAI Link Plus Capabilities? y      DCS with Rerouting? y
Async. Transfer Mode (ATM) PNC? n    Digital Loss Plan Modification? y
Async. Transfer Mode (ATM) Trunking? n      DS1 MSP? y
ATM WAN Spare Processor? n           DS1 Echo Cancellation? y
ATMS? y
Attendant Vectoring? y

(NOTE: You must logoff & login to effect the permission changes.)
```

Enter the **add cti-link m** command, where **m** is a number between 1 and 64, inclusive. Enter a valid **Extension** under the provisioned dial plan in Communication Manager, set the **Type** field to **ADJ-IP**, and assign a descriptive **Name** to the CTI link.

```
add cti-link 1                                                         Page 1 of 3
                                CTI LINK

CTI Link: 3
Extension: 60099
Type: ADJ-IP
```

Enter the **change node-names ip** command. In the compliance-tested configuration, the processor of the Communication Manager with the node-name **procr** was utilized for connectivity with AES server.

```
change node-names ip                                     Page 1 of 2
```

IP NODE NAMES	
Name	IP Address
procr	10.64.50.52
procr6	::

Enter the **change ip-services** command. On **Page 1**, configure the **Service Type** field to **AESVCS** and the **Enabled** field to **y**. The **Local Node** field should be set to the **procr**. During the compliance test, the default port was utilized for the **Local Port** field.

```
change ip-services                                     Page 1 of 3
```

IP SERVICES					
Service Type	Enabled	Local Node	Local Port	Remote Node	Remote Port
AESVCS	y	procr	8765		

On **Page 4**, enter the hostname of the AES server for the **AE Services Server** field. The server name may be obtained by logging into the AES server using Secure Shell (SSH) and running the **uname -a** command. Enter an alphanumeric password for the **Password** field and set the **Enabled** field to **y**.

```
change ip-services                                     Page 4 of 3
```

AE Services Administration				
Server ID	AE Services Server	Password	Enabled	Status
1:				
2:	aes14	devconnect123	y	

(NOTE: You must logoff & login to effect the permission changes.)

Enter the **save translation** command to save the changes to the system. This completes the configuration of Communication Manager.

7. Configure Application Enablement Services

This section describes the AES configuration to support the network shown in **Figure 1**.

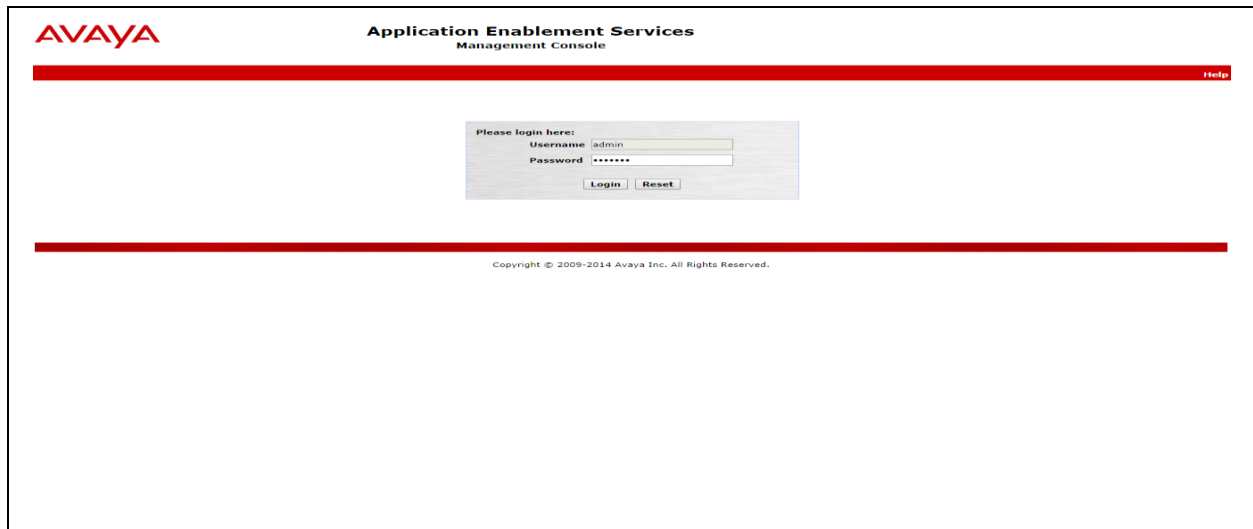
Configuration of AES was performed using a web browser.

AES configuration includes the following:

- Communication Manager Interface
- AE Services
- User Management
- Security


7.1. Communication Manager Interface

From a PC, open a web browser and enter the URL for AES and login with the proper credentials.



The screenshot displays the Avaya Application Enablement Services (AES) Management Console login interface. At the top left is the Avaya logo, and at the top center is the title "Application Enablement Services Management Console". A red horizontal bar spans the width of the page, with a "Help" link on the right. Below this bar is a login box with the text "Please login here:". Inside the box, there are two input fields: "Username" with the value "admin" and "Password" with masked characters "*****". Below the password field are two buttons: "Login" and "Reset". At the bottom of the page, a thin red horizontal bar is present, followed by the copyright notice "Copyright © 2009-2014 Avaya Inc. All Rights Reserved."

Upon successful login, the following page should be displayed. From the left pane, select **Communication Manager Interface → Switch Connections**.



Application Enablement Services
Management Console

Welcome: User craft
Last login: Tue Sep 2 10:21:55 2014 from 10.64.59.254
Number of prior failed login attempts: 0
HostName/IP: aes14/10.64.50.14
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 5.3.3.0.10-0
Server Date and Time: Tue Sep 02 10:23:16 MDT 2014
HA Status: Not Configured

Home

Home | Help | Logout

» AE Services

» **Communication Manager Interface**

» High Availability

» Licensing

» Maintenance

» Networking

» Security

» Status

» User Management

» Utilities

» Help

Welcome to OAM

This AE Services server is using a default installed server certificate.
Default installed certificates should not be used in a production environment.
It is highly recommended to replace all default installed certificates.


The AE Services Operations, Administration, and Management (OAM) Web provides you with tools for managing the AE Server. OAM spans the following administrative domains:

- AE Services - Use AE Services to manage all AE Services that you are licensed to use on the AE Server.
- Communication Manager Interface - Use Communication Manager Interface to manage switch connection and dialplan.
- High Availability - Use High Availability to manage AE Services HA.
- Licensing - Use Licensing to manage the license server.
- Maintenance - Use Maintenance to manage the routine maintenance tasks.
- Networking - Use Networking to manage the network interfaces and ports.
- Security - Use Security to manage Linux user accounts, certificate, host authentication and authorization, configure Linux-PAM (Pluggable Authentication Modules for Linux) and so on.
- Status - Use Status to obtain server status informations.
- User Management - Use User Management to manage AE Services users and AE Services user-related resources.
- Utilities - Use Utilities to carry out basic connectivity tests.
- Help - Use Help to obtain a few tips for using the OAM Help system

Depending on your business requirements, these administrative domains can be served by one administrator for all domains, or a separate administrator for each domain.

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Add a name for the connection and click the **Add Connection** button.



Application Enablement Services
Management Console

Welcome: User craft
Last login: Tue Sep 2 10:21:55 2014 from 10.64.59.254
Number of prior failed login attempts: 0
HostName/IP: aes14/10.64.50.14
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.3.0.10-0
Server Date and Time: Tue Sep 02 10:25:07 MDT 2014
HA Status: Not Configured

Communication Manager Interface | Switch Connections

Home | Help | Logout

AE Services

Communication Manager Interface

Switch Connections

Dial Plan

High Availability

Licensing

Maintenance

Networking

Security

Status

User Management

Utilities

Help

Switch Connections


Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
<input type="radio"/> cm10157	Yes	30	0
<input checked="" type="radio"/> cm5052	Yes	30	1

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Enter the password for connecting to Communication Manager.

Note: This password is configured on the **ip-services** form in Communication Manager.

Click **Apply**.



Application Enablement Services
Management Console

Welcome: User craft
Last login: Tue Sep 2 10:21:55 2014 from 10.64.59.254
Number of prior failed login attempts: 0
HostName/IP: aes14/10.64.50.14
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.3.0.10-0
Server Date and Time: Tue Sep 02 10:25:32 MDT 2014
HA Status: Not Configured

Home | Help | Logout

Communication Manager Interface | Switch Connections

AE Services

Communication Manager Interface

Switch Connections

Dial Plan

High Availability

Licensing

Maintenance

Networking

Security

Status

User Management

Utilities

Help

Connection Details - cm5052

Switch Password

Confirm Switch Password

Msg Period

30

Minutes (1 - 72)

Provide AE Services certificate to switch

☐

Secure H323 Connection

☐

Processor Ethernet

☒


Apply

Cancel

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There should be a new entry in the list.

From the list, select the new connection and click the **Edit PE/CLAN IPs** button.



Application Enablement Services
Management Console

Welcome: User craft
Last login: Tue Sep 2 10:21:55 2014 from 10.64.59.254
Number of prior failed login attempts: 0
HostName/IP: aes14/10.64.50.14
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.3.0.10-0
Server Date and Time: Tue Sep 02 10:25:07 MDT 2014
HA Status: Not Configured

Communication Manager Interface | Switch Connections

Home | Help | Logout

AE Services

Communication Manager Interface

Switch Connections

Dial Plan

High Availability

Licensing

Maintenance

Networking

Security

Status

User Management

Utilities


Help

Switch Connections

Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
<input type="radio"/> cm10157	Yes	30	0
<input checked="" type="radio"/> cm5052	Yes	30	1

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Enter the IP Address or FQDN of Communication Manager and click the **Add Name or IP** button.



Application Enablement Services
Management Console

Welcome: User craft
Last login: Tue Sep 2 10:21:55 2014 from 10.64.59.254
Number of prior failed login attempts: 0
HostName/IP: aes14/10.64.50.14
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.3.0.10-0
Server Date and Time: Tue Sep 02 10:26:04 MDT 2014
HA Status: Not Configured

Communication Manager Interface | Switch Connections

Home | Help | Logout

AE Services

Communication Manager Interface

Switch Connections

Dial Plan

High Availability

Licensing

Maintenance

Networking

Security

Status

User Management

Utilities

Help

Edit Processor Ethernet IP - cm5052


Name or IP Address	Status
10.64.50.52	In Use

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7.2. AES TSAPI Links

From the left pane, select **AE Services** → **TSAPI** → **TSAPI Links**.

Click the **Add Link** button.



Application Enablement Services
Management Console

Welcome: User craft
Last login: Tue Sep 2 10:21:55 2014 from 10.64.59.254
Number of prior failed login attempts: 0
HostName/IP: aes14/10.64.50.14
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.3.0.10-0
Server Date and Time: Tue Sep 02 10:27:34 MDT 2014
HA Status: Not Configured

AE Services | TSAPI | TSAPI Links

[Home](#) | [Help](#) | [Logout](#)

▼ AE Services

▶ CVLAN

▶ DLG

▶ DMCC

▶ SMS

▼ TSAPI

▶ **TSAPI Links**

▶ TSAPI Properties

▶ TWS

Communication Manager

▶ Interface

High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▶ Status

▶ User Management

▶ Utilities

▶ Help

TSAPI Links

Link	Switch Connection	Switch CTI Link #	ASAI Link Version	Security
1	cm5052	1	4	Unencrypted
2	cm10157	1	UNKNOWN	Unencrypted

[Add Link](#) [Edit Link](#) [Delete Link](#)

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Select a number from the **Link** pull-down box to identify this link.

Select the connection configured in **Section 7.1** from the **Switch Connection** pull-down box.

Select the **Switch CTI Link Number** that corresponds to the CTI link number on Communication Manager.

Remaining fields can use the default settings.

Click **Apply Changes**.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo, the title 'Application Enablement Services Management Console', and a welcome message for user 'craft' with login details. A red navigation bar contains 'AE Services | TSAPI | TSAPI Links' and links for 'Home | Help | Logout'. The left sidebar lists various services, with 'TSAPI' expanded to show 'TSAPI Links' and 'TSAPI Properties'. The main content area is titled 'Edit TSAPI Links' and contains the following configuration fields:

- Link: 1
- Switch Connection: cm5052
- Switch CTI Link Number: 1
- ASAT Link Version: 4
- Security: Unencrypted

At the bottom of the configuration area are three buttons: 'Apply Changes', 'Cancel Changes', and 'Advanced Settings'. The footer of the console shows the copyright notice: 'Copyright © 2009-2014 Avaya Inc. All Rights Reserved.'

Note: Addition of a TSAPI link requires a restart of the TSAPI server. Follow on-screen instructions after applying changes to restart (Not Shown).

7.3. User Management

From the left pane, select **User Management** → **User Admin** → **Add User**.

Enter data for the required fields marked with an asterisk and select **Yes** for **CT User**. The **User Id** field will be used by the RAPCTI Application server when connecting to Application Enablement Services.

The screenshot displays the Avaya Application Enablement Services Management Console. The left navigation pane shows the hierarchy: **Services** > **Communication Manager** > **Interface** > **High Availability** > **Licensing** > **Maintenance** > **Networking** > **Security** > **Status** > **User Management** > **User Admin** > **Add User**. The main content area is titled "Add User" and contains a form with the following fields: * User Id, * Common Name, * Surname, * User Password, * Confirm Password, Admin Role (dropdown menu), Avaya Role (dropdown menu), Business Category, Car License, CM Home, Csa Home, CT User (checkbox, checked), Department Number, Display Name, Employee Number, Employee Type, Enterprise Handle, Given Name, Home Phone, Home Postal Address, Initials, Labeled URI, Mail, MH Home, Mobile, Organization, Pager, Preferred Language (dropdown menu, set to English), Room Number, and Telephone Number. At the bottom of the form are "Apply" and "Cancel" buttons. The top right corner of the console shows system information: "Welcome! User craft", "Last login: Tue Sep 2 10:22:39 2014 from 10.64.53.207", "Number of prior failed login attempts: 0", "HostName/IP: wes14102.64.50.14", "Server Offer Type: VIRTUAL_APPLIANCE_ON_SP", "SW Version: 6.3.3.0-10-0", "Server Date and Time: Tue Sep 02 10:31:50 MDT 2014", and "HA Status: Not Configured". The bottom of the console displays the copyright notice: "Copyright © 2009-2014 Avaya Inc. All Rights Reserved."

7.4. Security

During the compliance test, Unrestricted Access was allowed for the CTI User. Actual deployments may have a more detailed security policy.

From the left pane, select **Security Database** → **CTI Users** → **List All Users**.

Select the desired user and click the **Edit** button.

The screenshot displays the Avaya Application Enablement Services Management Console. The left sidebar contains a navigation menu with categories like AE Services, Communication Manager, High Availability, Licensing, Maintenance, Networking, Security, and Status. The 'Security' category is expanded, showing 'Security Database' and 'CTI Users'. The 'CTI Users' section is further expanded, showing 'List All Users' selected. The main content area displays a table titled 'CTI Users' with columns: User ID, Common Name, Worktop Name, and Device ID. The table lists four users: cil1, CUser, devconnect, and interop. Below the table are 'Edit' and 'List All' buttons. The top right corner shows a welcome message for 'User craft' and system information.

AVAYA Application Enablement Services Management Console

Welcome: User craft
Last login: Tue Sep 2 10:21:55 2014 from 10.64.59.254
Number of prior failed login attempts: 0
HostName/IP: aes14/10.64.50.14
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.3.0.10-0
Server Date and Time: Tue Sep 02 10:32:46 MDT 2014
HA Status: Not Configured

Security | Security Database | CTI Users | List All Users Home | Help | Logout

CTI Users

User ID	Common Name	Worktop Name	Device ID
<input type="radio"/> cil1	cil1	NONE	NONE
<input type="radio"/> CUser	CName	NONE	NONE
<input checked="" type="radio"/> devconnect	Dev	NONE	NONE
<input type="radio"/> interop	interop	NONE	NONE

Edit List All

In the **User Profile** section, check the **Unrestricted Access** box.

Click **Apply Changes**.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo, the title 'Application Enablement Services Management Console', and a welcome message for 'User craft' with system details. A red navigation bar contains links for 'Security', 'Security Database', 'CTI Users', and 'List All Users', along with 'Home', 'Help', and 'Logout'.

The left sidebar shows a tree view of the application's features, with 'Security Database' expanded to show 'CTI Users' and 'List All Users'.

The main content area is titled 'Edit CTI User' and contains a form with the following sections:

- User Profile:** Fields for User ID, Common Name, Worktop Name, and Unrestricted Access (checked).
- Call and Device Control:** Fields for Call Origination/Termination and Device Status (set to None).
- Call and Device Monitoring:** Fields for Device Monitoring (set to None), Calls On A Device Monitoring (set to None), and Call Monitoring (unchecked).
- Routing Control:** Fields for Allow Routing on Listed Devices (set to None).

At the bottom of the form are buttons for 'Apply Changes' and 'Cancel Changes'.

8. Configure RAPCTI

This section describes the RAPCTI configuration to support the network shown in **Figure 1**.

8.1. Configure Server

After installing the RAPCTI Server Component as a Windows Service, the following RAPCTI Configuration should be performed in the RAPCTI Configurator tool.

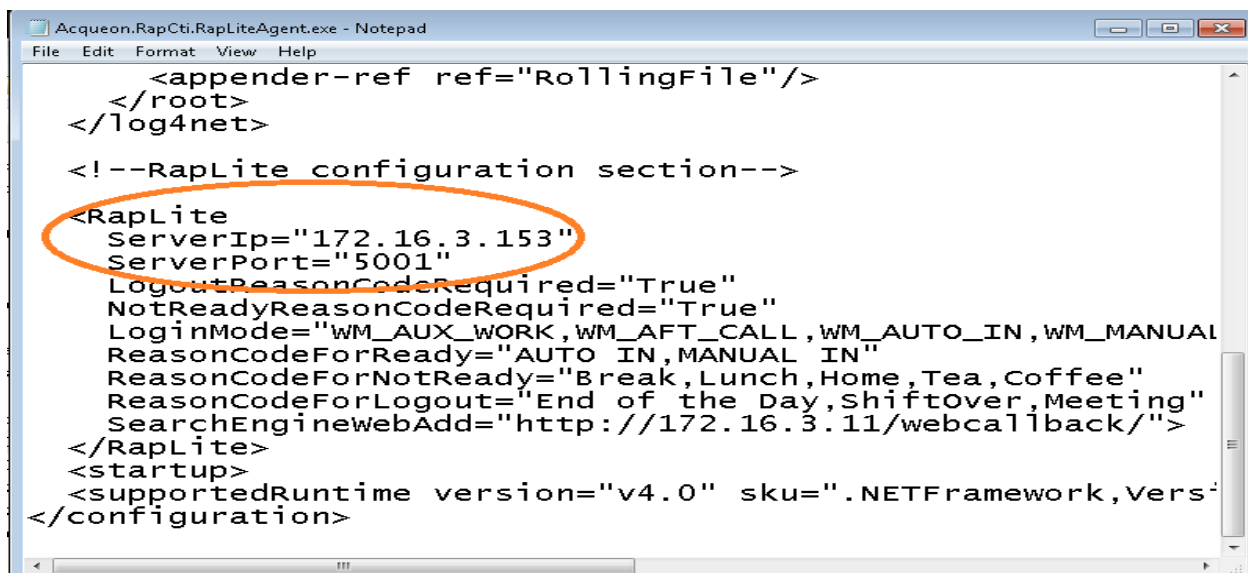
- Configure RAPCTI Server IP and Port Number along with TSAPI Link Name, AES User Name and AES Password.
- Add VDN for Monitoring in RAPCTI Configuration.
- Apply the RAPCTI 4.x License File through RAPCTI Configurator.

Note: Refer to [2] for installation documentation.

8.2. Configure RAPCTI Agent Desktop

RAPCTI Agent Desktop configuration includes the following:

- Dot Net Frame Work 4.0 should be the prerequisite for installing the Agent Desktop Package.
- Once RAPCTI Agent Desktop is installed, configure the RAPCTI Server IP & Port Number in RAPCTI Agent Config File.
 - The steps are as follows, go to the path C:\Program Files (x86)\Acqeeon\RapLite and edit the file named *Acqeeon.RapCti.RapLiteAgent.exe.config* as highlighted below.



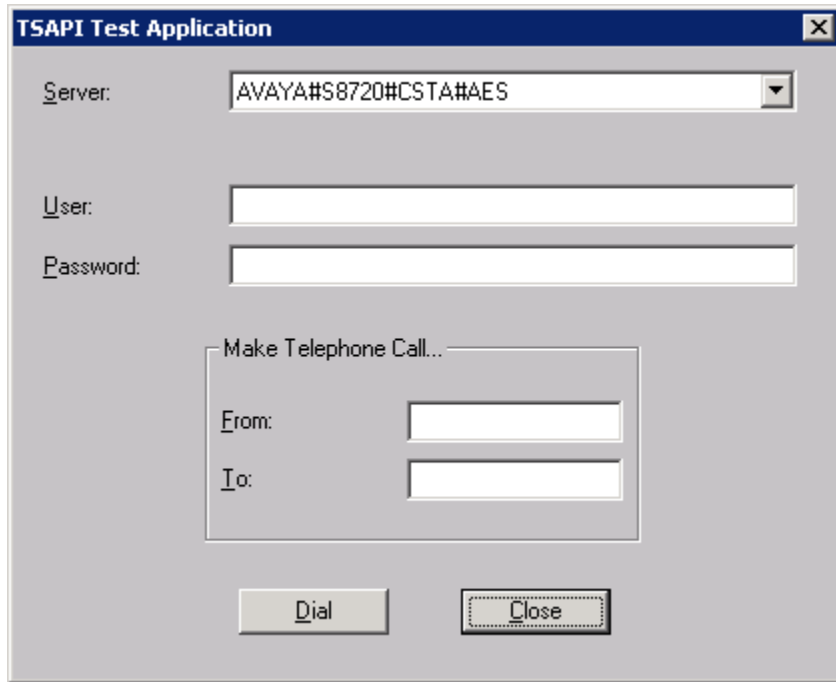
```
Acqeeon.RapCti.RapLiteAgent.exe - Notepad
File Edit Format View Help
<appender-ref ref="RollingFile"/>
</root>
</log4net>

<!--RapLite configuration section-->
<RapLite
  ServerIp="172.16.3.153"
  ServerPort="5001"
  LogoutReasonCodeRequired="True"
  NotReadyReasonCodeRequired="True"
  LoginMode="WM_AUX_WORK,WM_AFT_CALL,WM_AUTO_IN,WM_MANUAL
  ReasonCodeForReady="AUTO IN,MANUAL IN"
  ReasonCodeForNotReady="Break,Lunch,Home,Tea,Coffee"
  ReasonCodeForLogout="End of the Day,ShiftOver,Meeting"
  SearchEnginewebAdd="http://172.16.3.11/webcallback/">
</RapLite>
<startup>
<supportedRuntime version="v4.0" sku=".NETFramework,Version=v4.0.30319">
</configuration>
```

9. Verification Steps

The following steps may be used to verify proper configuration between Application Enablement Services and RAPCTI.

Go to the path **Start → Programs → Avaya AE Services → TSAPI Test Application**.
Execute the TSAPI Test and the window below is launched.



The screenshot shows a Windows-style application window titled "TSAPI Test Application". It contains the following elements:

- A "Server:" label followed by a dropdown menu showing "AVAYA#S8720#CSTA#AES".
- A "User:" label followed by an empty text input field.
- A "Password:" label followed by an empty text input field.
- A section titled "Make Telephone Call..." containing:
 - An "From:" label followed by an empty text input field.
 - An "To:" label followed by an empty text input field.
- At the bottom, there are two buttons: "Dial" and "Close".


Select the appropriate **Server** and enter the **TSAPI AES User**, and **Password**. In order to make a test call, enter a valid extension in the **From** and **To** fields. Click **Dial** to check the TSAPI Link Status.

The image shows two overlapping windows from the 'TSAPI Test Application'. The top window is the main configuration dialog with the following fields: 'Server' (a dropdown menu showing 'AVAYA#S8720#CSTA#AES'), 'User' (a text box with 'acqueonaes'), and 'Password' (a masked text box with 'XXXXXXXXXX'). Below these is a sub-dialog titled 'Make Telephone Call...' containing 'From' (702) and 'To' (802) fields. At the bottom of this window are 'Dial' and 'Close' buttons. The bottom window is a message box with a blue information icon, the text 'Call successfully originated. Dismiss this message box to terminate call.', and an 'OK' button.

The Dialog Box Appears with the Information “Call successfully originated” when the extension is dialed.

9.1. Verify Application Enablement Services

From the Application Enablement Services Management Console, select **Status** → **Status and Control** → **TSAPI Service Summary**. Verify that the **Status** is **Talking**, **State** is **Online**, and the number of **Associations** corresponds to the devices being monitored.



Application Enablement Services
Management Console

Welcome: User craft
Last login: Tue Sep 2 10:21:55 2014 from 10.64.59.254
Number of prior failed login attempts: 0
HostName/IP: aes14/10.64.50.14
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.3.0.10-0
Server Date and Time: Tue Sep 02 10:34:31 MDT 2014
HA Status: Not Configured

Status | Status and Control | TSAPI Service Summary

Home | Help | Logout

AE Services

Communication Manager

Interface

High Availability

Licensing

Maintenance

Networking

Security

Status

Alarm Viewer

Log Manager

Logs

Status and Control

CVLAN Service Summary

DLG Services Summary

DMCC Service Summary

Switch Conn Summary

TSAPI Service Summary

User Management

Utilities

Help

TSAPI Link Details

☐ Enable page refresh every 60 seconds

	Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Msgs to Switch	Msgs from Switch	Msgs Period
<input checked="" type="radio"/>	1	cm5052	1	Talking	Tue Aug 26 07:33:06 2014	Online	16	0	15	15	30
<input type="radio"/>	2	cm10157	1	Switch Down	Tue Aug 26 07:33:06 2014	Online	16	0	0	0	30

For service-wide information, choose one of the following:

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9.2. Verify RAPCTI

9.2.1. RAPCTI Server

Ensure the correct TSAPI Link Details and RAPCTI License File is applied in the System.

Note: Refer to [3] for Configuration Documentation.

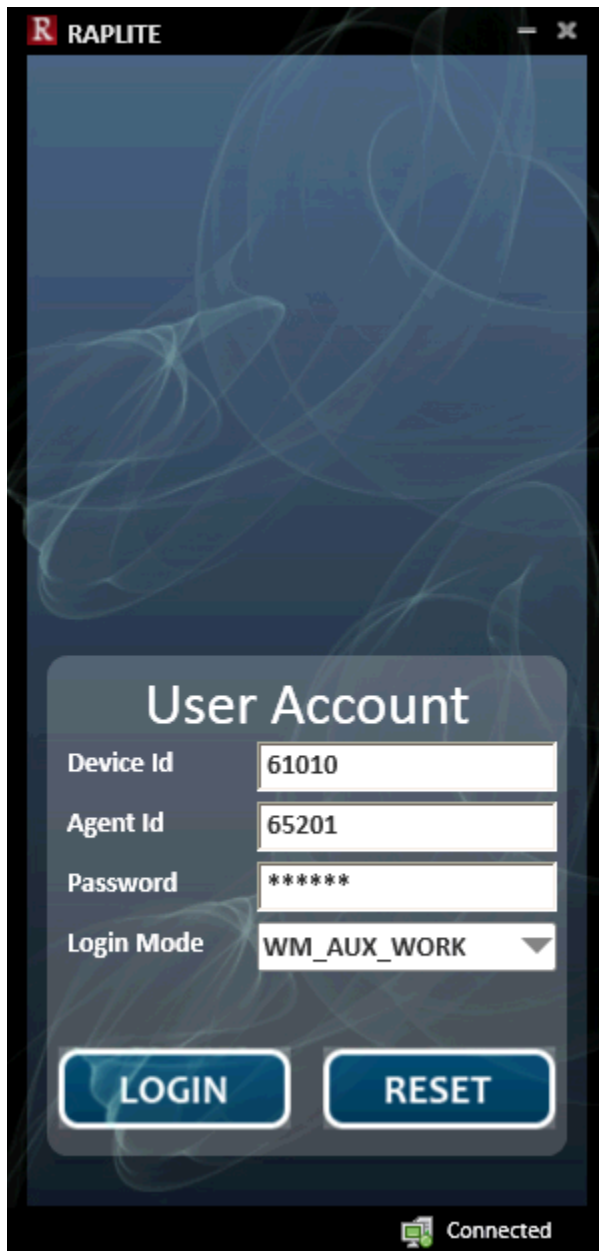
RAPCTI Agent Desktop

1. From the Windows Start Menu select **Programs → RapLiteAgent → RapLiteAgent** to launch the Agent Desktop and verify proper functionality.



The screenshot shows a window titled "RAPLITE" with a dark blue background and a light blue abstract pattern. In the center is a "User Account" login form. The form contains four input fields: "Device Id", "Agent Id", "Password", and "Login Mode". The "Login Mode" field is a dropdown menu currently showing "WM_AUX_WORK". Below the input fields are two buttons: "LOGIN" and "RESET". At the bottom right of the window, there is a status bar with a red icon and the text "Disconnected".

2. Enter a valid **Device Id**, **Agent Id**, and **Password** then click **LOGIN**.
Note: *State displayed in lower right corner should change to Connected.*



RAPLITE

User Account


Device Id: 61010

Agent Id: 65201

Password: *****

Login Mode: WM_AUX_WORK ▼

LOGIN **RESET**

 Connected

Note: *Refer to [4] for RAPLite Configuration.*

10. Conclusion

Acqueon RAPCTI passed compliance testing. These Application Notes describe the procedures required to configure RAPCTI to interoperate with Avaya Aura® Application Enablement Services to support the reference configuration shown in **Figure 1**.

11. Additional References

The following Avaya product documentation can be found at <http://support.avaya.com>

- [1] *Avaya Aura® Application Enablement Services Administration and Maintenance Guide*, Release 6.3 Issue 02-300357 June 2014.
- [2] *Acqueon – RAP CTI-4.2_Installation Guide V1.1*
- [3] *Acqueon – RAP CTI-4.2_Configurator Guide V1.1*
- [4] *Acqueon - RAP CTI Lite-1.0_User and Admin Guide V1.0*

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